



\_\_\_\_ **Introductory Job Description**

\_\_\_\_ **Annual Performance Appraisal**

**Name:**

**JOB TITLE:** Retail Store Manager

**FLSA STATUS:** Non-Exempt Hourly

**MISSION OF GOODWILL**

Goodwill Industries of Northwest Ohio, Inc. is a nonprofit, 501c3 corporation whose mission is to assist individuals with barriers to employment become self-sufficient through employment training and opportunities. Since 1933 we have assisted thousands of individuals throughout Northwest Ohio to become economically independent.

**JOB SUMMARY**

The Store Manager is responsible for all store operations and ensures efficient and profitable execution of Goodwill Industries programs, policies and expectations through his/her store team. The Store Manager creates an environment that delivers an outstanding customer experience in a clean, friendly and safe manner. The Store Manager will attract clientele and move merchandise by ensuring that their store offers products and services that satisfy the needs and desires of their customers.

**The Store Manager plays a key role in these primary business areas:**

- Merchandising and promotion of sale items.
- Financial Analysis including controlling site cash and inventory, adhering to store budget and labor hour guidelines.
- Conducting Store Operations, which includes hiring, training and developing personnel.
- The Store Manager manages up to 30 hourly employees.

**Requirements and Qualifications:**

- Strong skills in communication, organization and follow-through.
- Ability to merchandise and manage store operations effectively.
- Must be able to motivate and direct store teams to achieve all operational/sales goals.
- Ability to adjust priorities and manage time effectively in a fast-paced environment.
- Ability to maintain records and documentation pertaining to work force.
- Ability to recruit, train and develop a successful team.
- Acts as a role model for the staff by providing the highest level of customer service at all times.
- Has a flexible schedule; nights and weekends are a must.
- Must have a least 3+ years' retail management experience.
- Must have a least 2+ years' experience in maintaining budgets, P&L statements and Operations.
- Position will include long periods of walking, standing, bending, stooping and/or twisting.
- May be required to travel to other locations on special assignments.

**When evaluating employee place a number (1-5) next to each a specific job responsibilities using the following scale. Use NA if not applicable:**

- 1. Does not meet expectations**
- 2. Rarely meets expectations**
- 3. Often meets expectations**
- 4. Meets expectations**
- 5. Exceeds expectations**
- 6. Exceeds expectations**

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**Scoring: Add the total of each score in both specific job requirements and general measurables and divide by the maximum obtainable score to give a percentage.**

**(0-39% = no wage increase, 40%-59% = 2.0% wage increase, 60%-79% = 3.50%, 80%-100% = 5.0% wage increase). These are percentages allowed for a wage increase.**

\_\_\_\_\_ (Total Score) divided by \_\_\_\_\_ (Total Possible) = \_\_\_\_\_ %

**OCCASSIONAL DUTIES OR SPECIAL ASSIGNMENTS:**

Must work flexible hours and weekends. Travel for meetings and training as required.

SUPERVISOR: \_\_\_\_\_ DATE: \_\_\_\_\_

I acknowledge that this job description serves only as a guideline for the duties required of my position and reviews only the major areas of my responsibilities.

EMPLOYEE: \_\_\_\_\_ DATE: \_\_\_\_\_

REVIEWED 12/21

REVISED 2/23